



What to expect when you move in

Our Empty Homes Standard





We understand the difference safe, secure and affordable homes can make to people's lives.

Your new home will be clean, safe, secure and in good repair ready for you to move in.

Read on to find out what to expect when you move into your new home (remember, some repairs may be carried out after you've moved in).



CLEAN

We'll always remove any belongings or rubbish left by the previous resident and clean your home thoroughly, ensuring your home is pest free.



SAFE

- We will test all gas installations to make sure they're safe and in good working order
- We will check the wiring and electric installations and repair any faults
- We will give you a copy of your:
 - ✓ Gas certificate
 - ✓ Electrical certificate
 - ✓ Energy performance certificate.
- We will check, repair or replace any faulty fire-resistant doors and fire prevention mechanisms
- We will fit suitable child-safety catches to all windows above ground floor
- We will make sure handrails and banisters are present and securely fixed
- We will check all glazing is intact and re-glaze where necessary.



SECURE

- We will make sure all external doors and windows throughout your home fit their frames and open and close properly
- We will make sure locks are fitted to your external doors and you're given at least two sets of keys
- We may leave net curtains for security purposes.



INSIDE YOUR HOME

Your home will have a suitable heating system in the main living areas. And you'll find at least one double plug socket in each room, except the bathroom.



KITCHEN

- We will provide a minimum of a double base and double wall unit, including worktop and stainless steel sink
- We will make space for a cooker, fridge and washing machine (where possible).
- You will either have an electric cooker panel or a gas cooker connection (both where possible). And if you have an extractor fan, it will be clean and in good working order.



BATHROOM

Your bathroom will have a bath or shower, a wash hand basin and a toilet in good working condition. They will be clean and free from lime scale.



WALL TILING

- We will replace missing and cracked tiles to match the existing ones as closely as possible
- We will provide a cooker space tiled to the same height as the splashback
- We will ensure the splashback to the bath will be greater where a shower or hair rinse facility has been installed
- We will provide a minimum of a 300mm two course high splash backs to baths, wash hand basins/sinks and worktops
- We will ensure all mastic seals are watertight.



FLOORS & FLOORING

- We will replace any missing or damaged floor tiles in a colour or style to match existing as closely as possible
- We'll secure any loose floorboards and replace any damaged ones
- If we have to replace the entire floor covering in the kitchen or bathroom we'll use a slip resistant floor covering.

Carpets are a resident responsibility. In your home, the outgoing resident has either lifted their carpets for their own use or we have removed them due to their condition. Please refer to your Terms and Conditions of Tenancy.



INTERNAL DOORS

Bathroom and toilet doors will be lockable and we'll fit door closers to your fire doors.



PLUMBING & DRAINAGE

- We will ensure your stopcock is in good working order
- We will inspect all pipework for leaks and suitable lagging
- We will check and clear any blockages in the waste pipes
- We will insulate all hot water cylinders.



DECORATING

Decorating is a resident's responsibility. But as part of our work we'll re-stick small areas of loose wallpaper and strip any large areas of loose paper.

In some circumstances, where some rooms are in poor decorative condition, we may provide some decorating materials or vouchers.



GENERAL

- We will note all signs of structural damage or movement and take the appropriate next steps
- We will rake and fill or re-plaster areas of badly cracked or blown plaster
- We will remove all polystyrene tiles and adhesive and make good affected surfaces
- We will remove all exposed nails and wall plugs, filling any holes and rubbing down surfaces to a smooth finish
- We will trace and stop all sources of water penetration and rising damp
- We will cover any stains with a stain inhibiting paint.



OUTSIDE YOUR HOME

- We will fill any gaps or holes in the brickwork
- We will check all roofing, guttering, down pipes and gullies for any defects/ blockages
- We will clear any blocked drains and/or broken manholes
- We will leave communal bins and bin stores in a safe and useable condition
- Permission is needed to install or make any changes to satellite dishes or aerals
- We will make sure communal paths are safe to use and free of trip hazard.

If your new home has a private garden, we will:

- Clear the garden area of any rubbish
- Fill any garden ponds
- Cut back overgrown vegetation
- Remove any trees within an unsafe distance of the property
- Remove any diseased, self-sown/sapling trees and any fast-growing varieties
- Ensure any remaining trees are of a manageable size

- Ensure all paths and paving are sound and free from trip hazards
- Leave boundary walls, fencing and gates in a safe condition.

Once we've achieved this standard, the upkeep of your garden is your responsibility, including maintenance of the following items:

- Grassed areas
- Plant/shrub bed and trees
- Fencing (unless the fence borders a public highway)
- Patio and rear garden path
- Sheds
- Anything within your property's boundary.

Please refer to the Terms and Conditions of your Tenancy.



MOVED IN

We'll contact you shortly after you move in to see how you're settling in and to ask if there's anything else we can help with.

We'll always arrange any further work we need to do to meet these standards.



GET IN TOUCH WITH US

We will make every effort to ensure we meet these standards and that you're happy with the condition of your new home.

If you feel we have not met these standards, or there's something you think we've missed, please contact us.

 You can call us on:
0300 303 1066

 Email us at:
HELLO@SOUTHERNHOUSING.ORG.UK

 Visit us at:
WWW.SOUTHERNHOUSING.ORG.UK/CONTACT

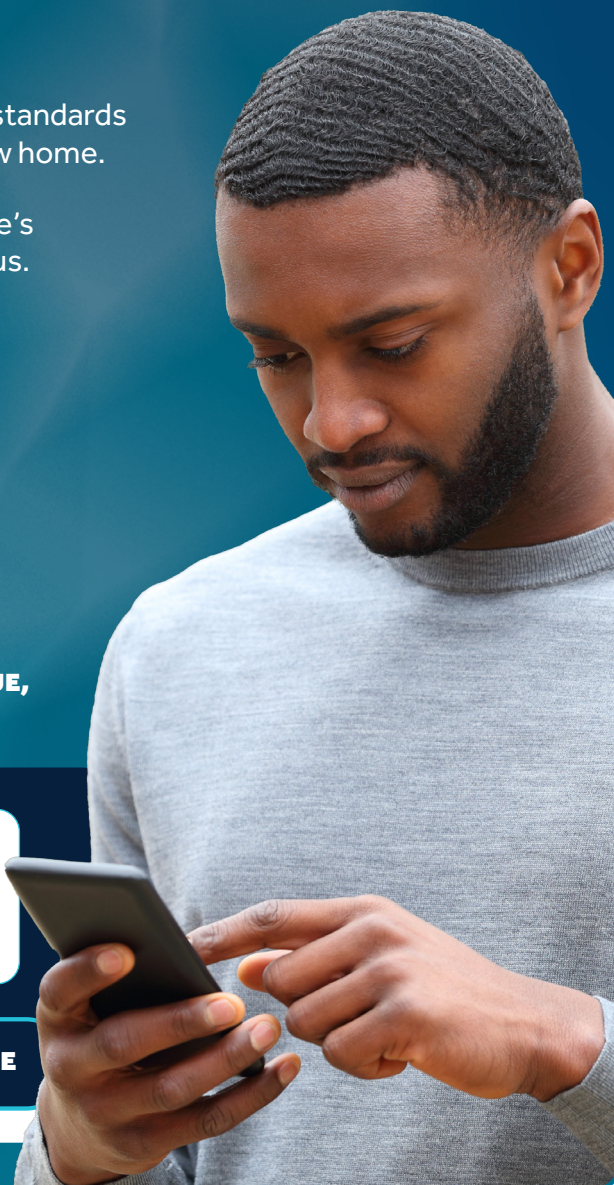
 Or write to us:
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We want our services to be accessible. Please contact us to discuss what adjustments we can put in place to help you.

To find out more information, visit:
www.southernhousing.org.uk/Easy